

FIG. 1

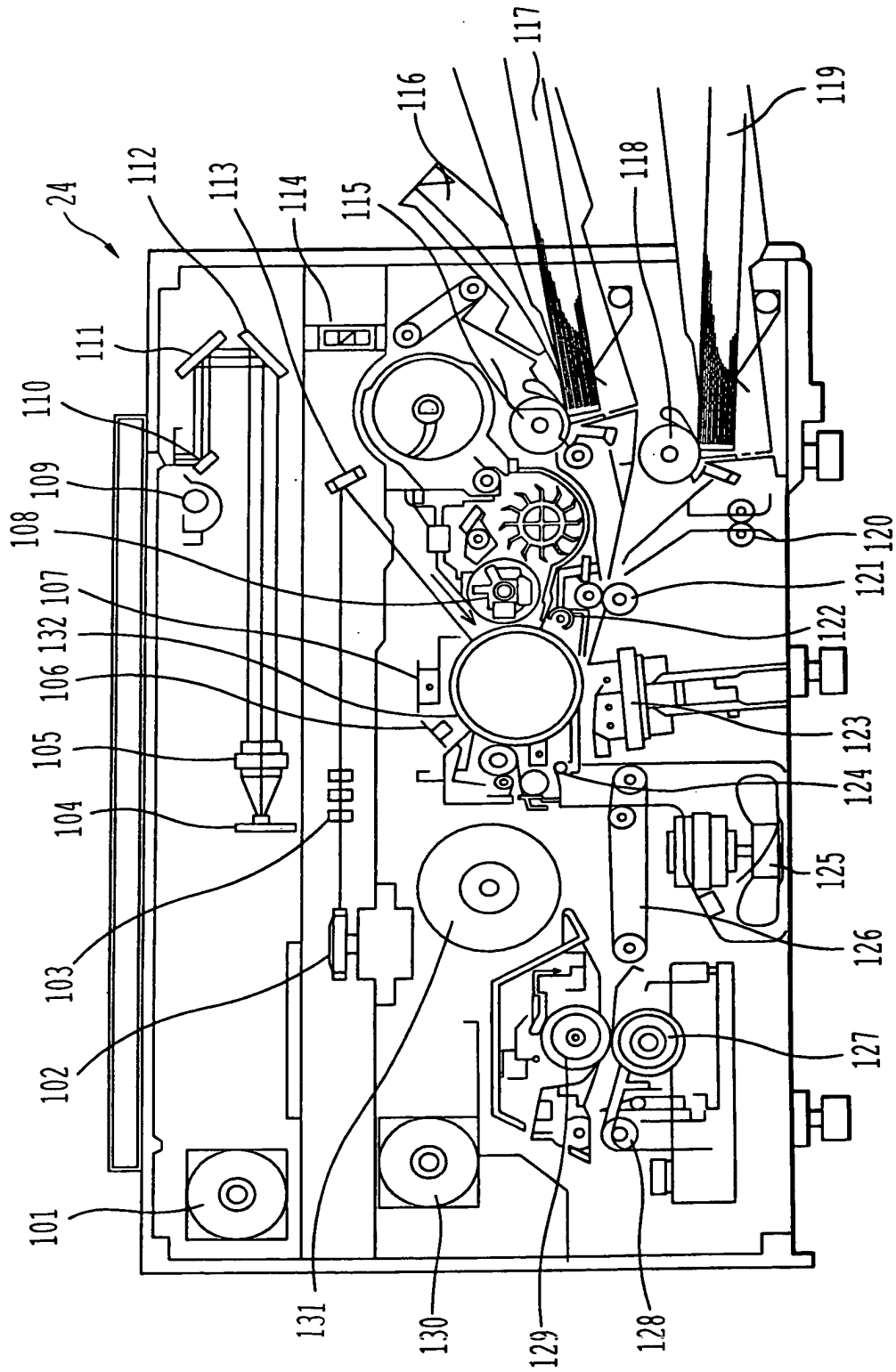


FIG. 2

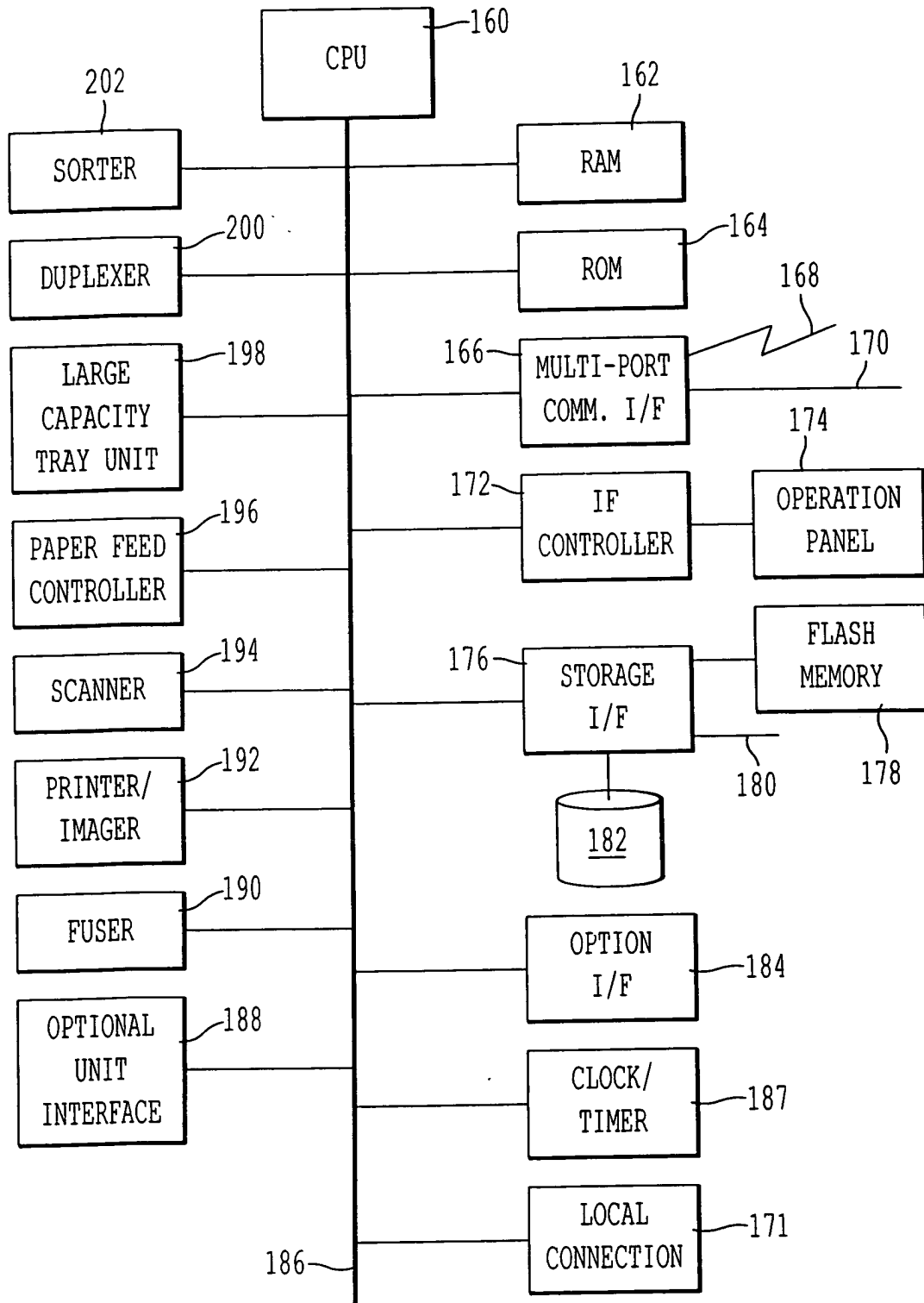


FIG. 3

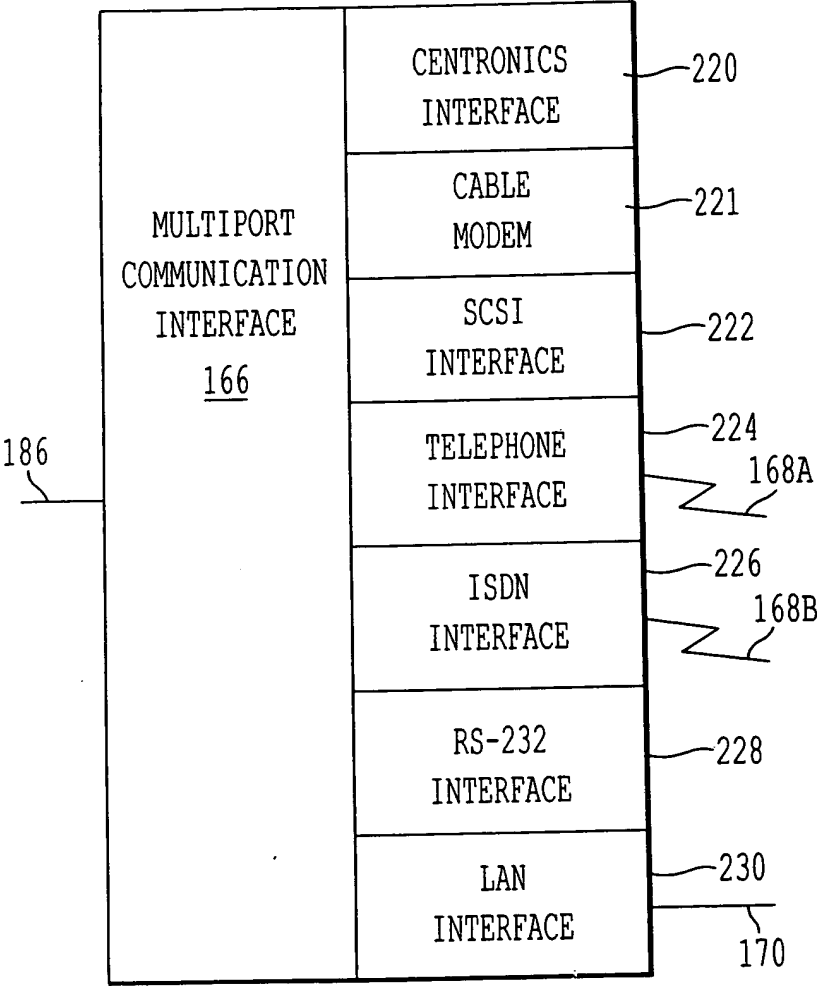


FIG. 4

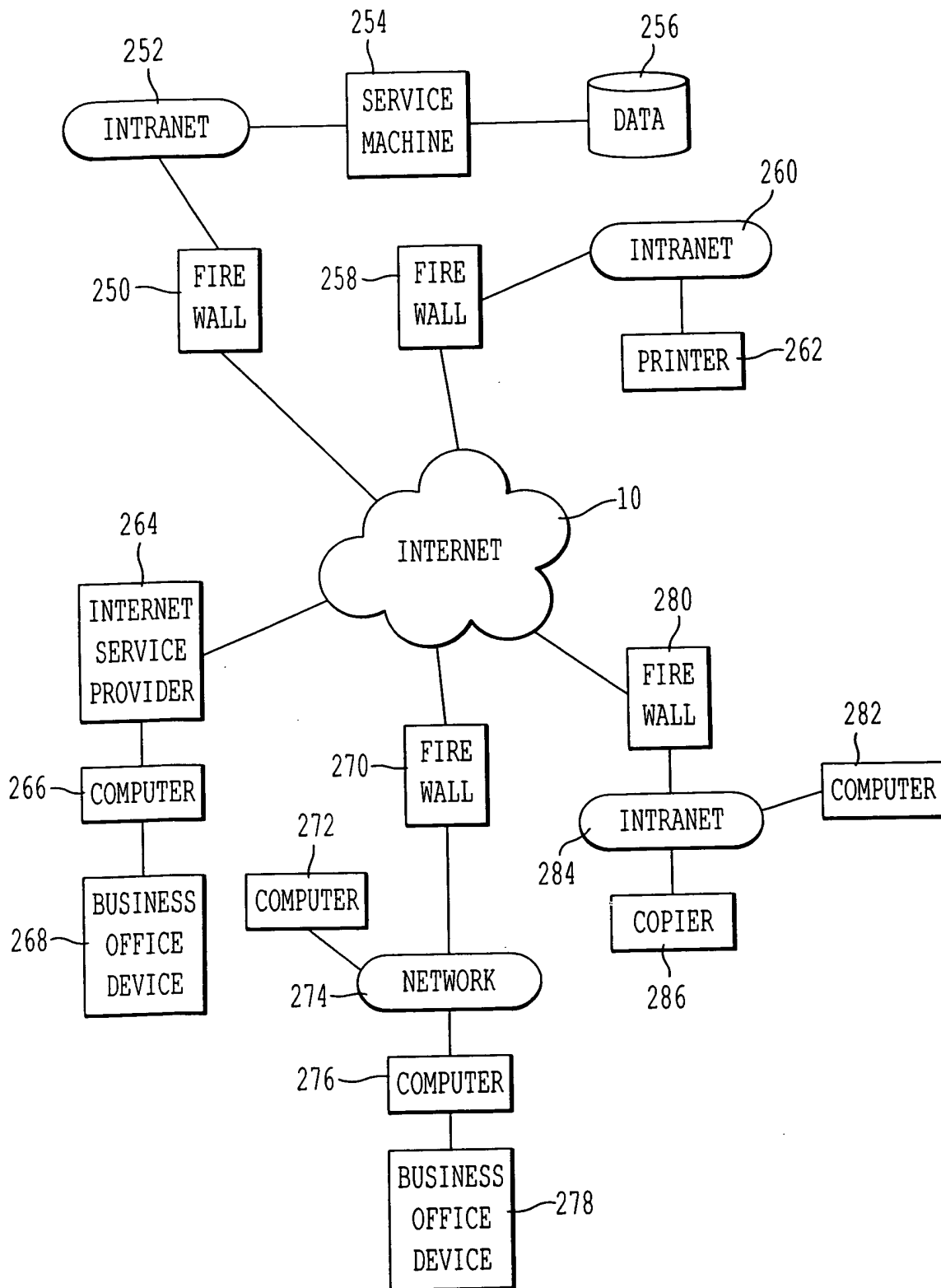


FIG. 5

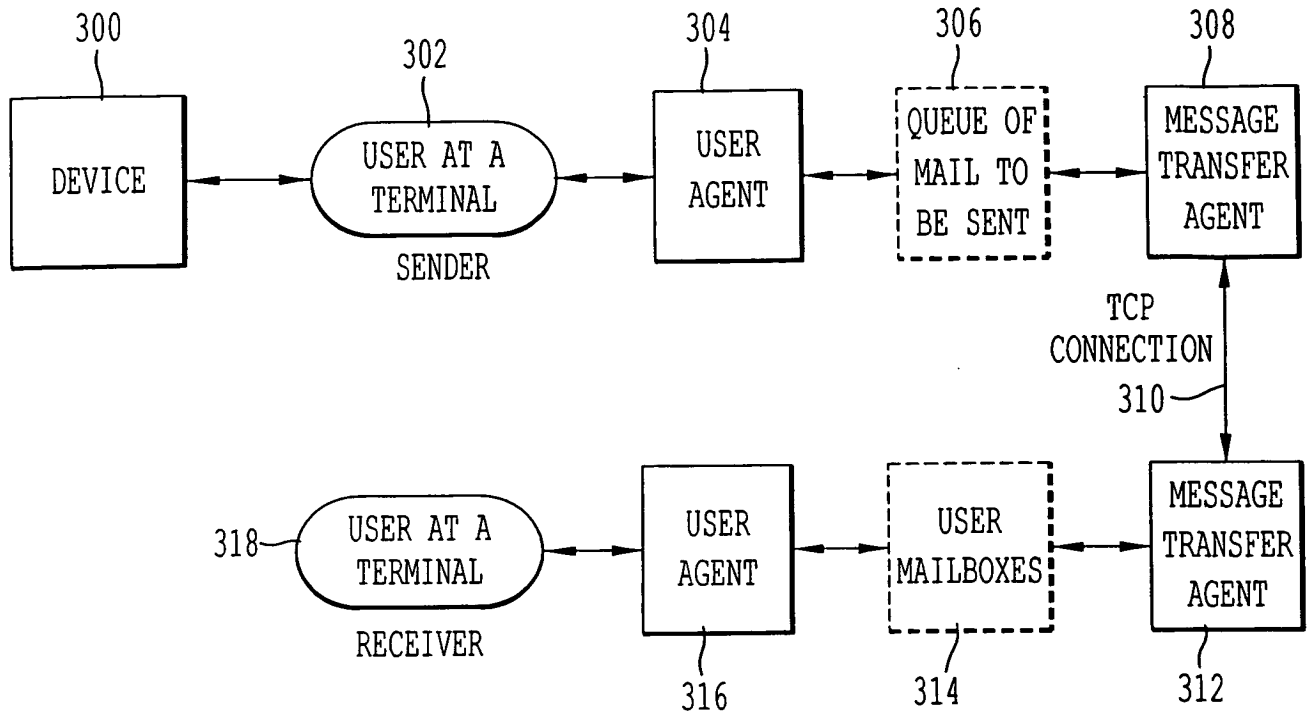


FIG. 6A

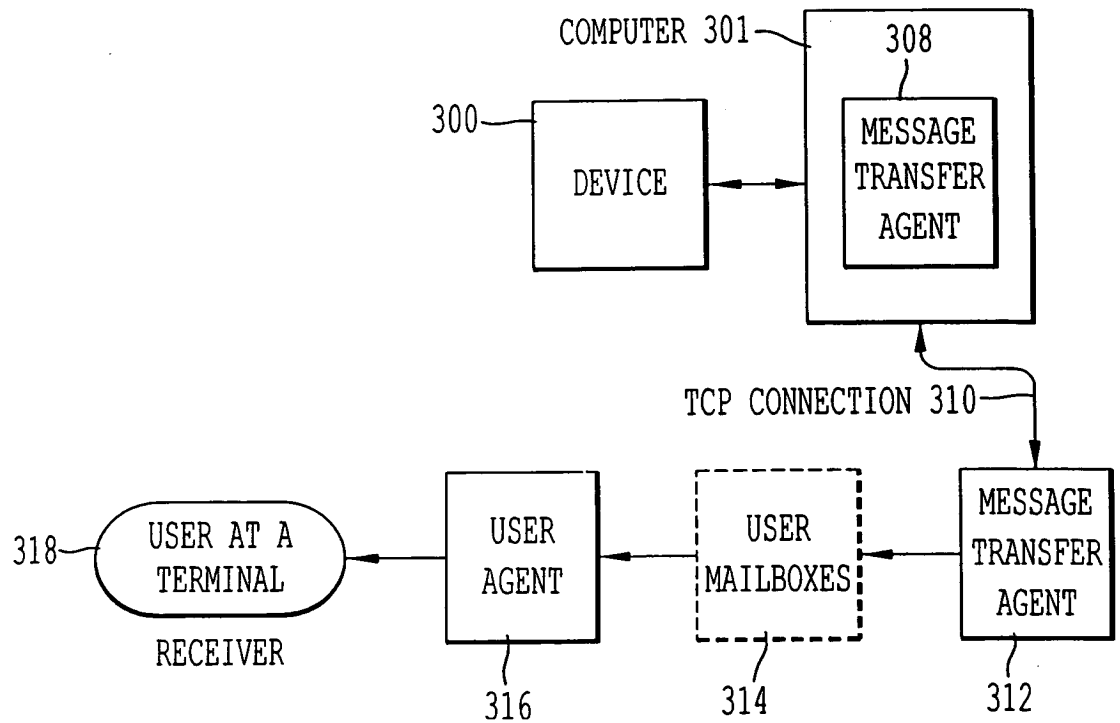


FIG. 6B

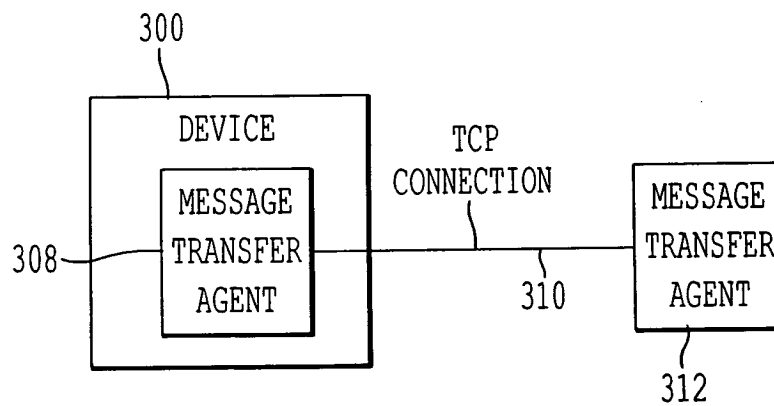


FIG. 6C

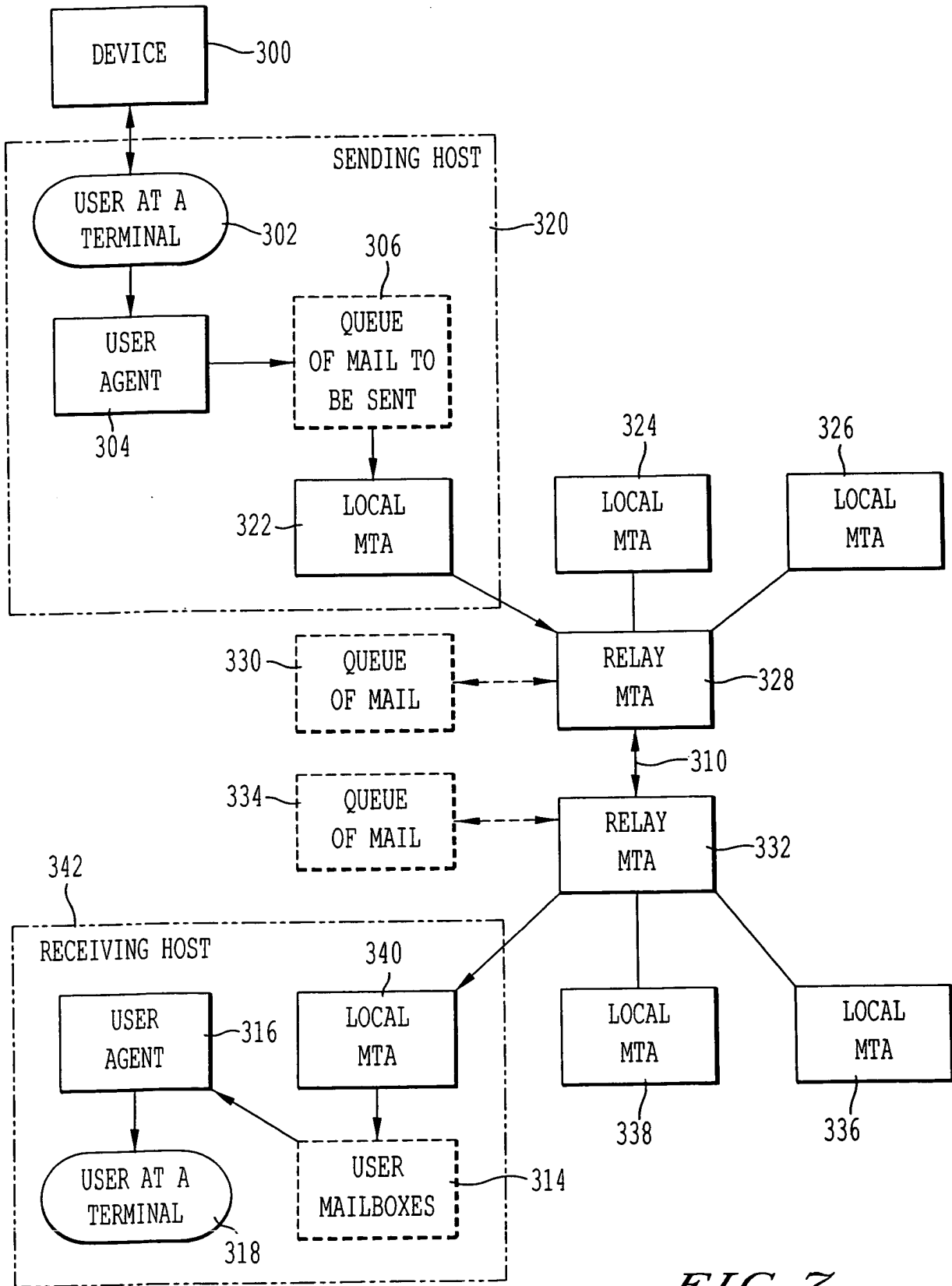


FIG. 7

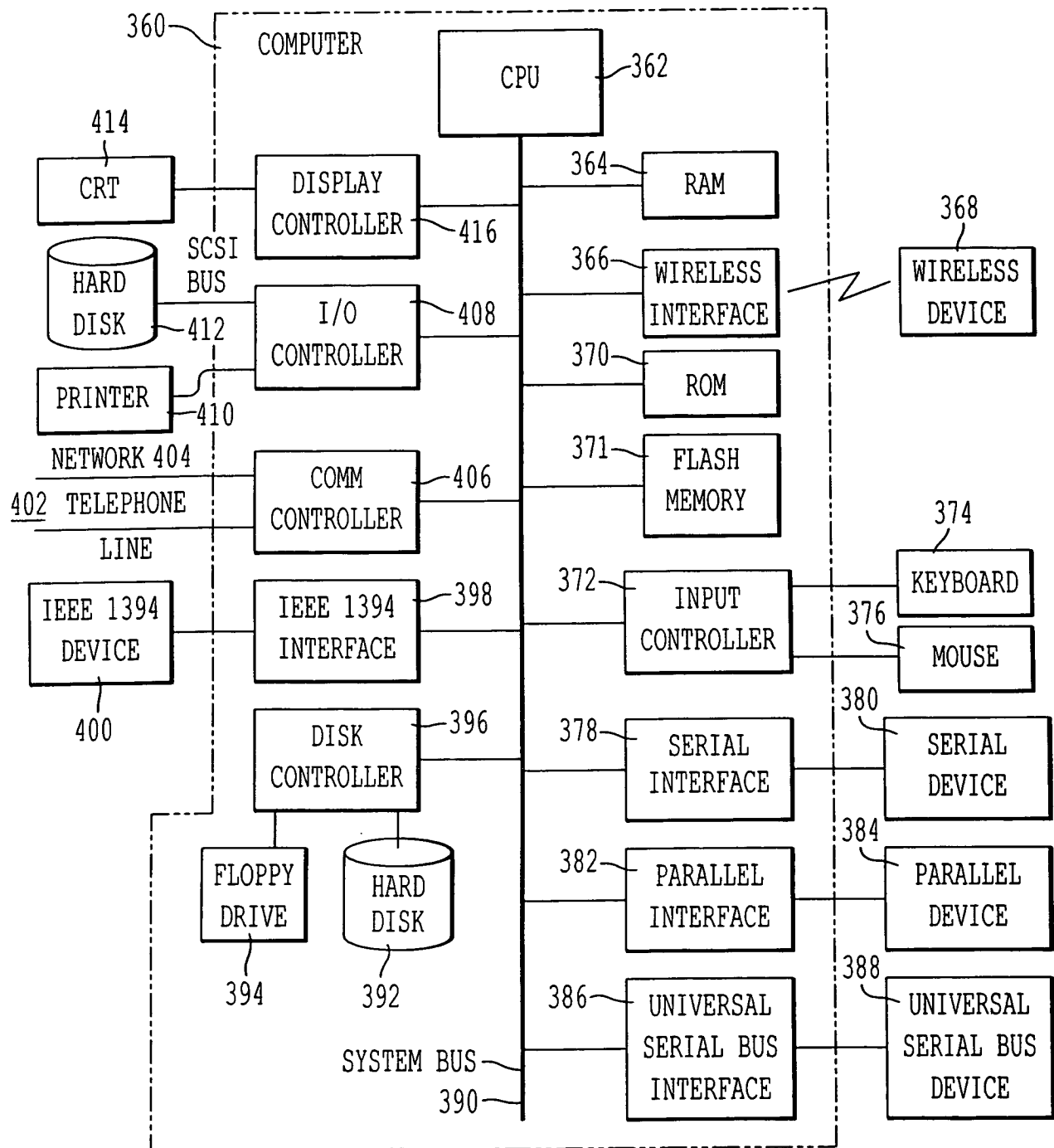


FIG. 8

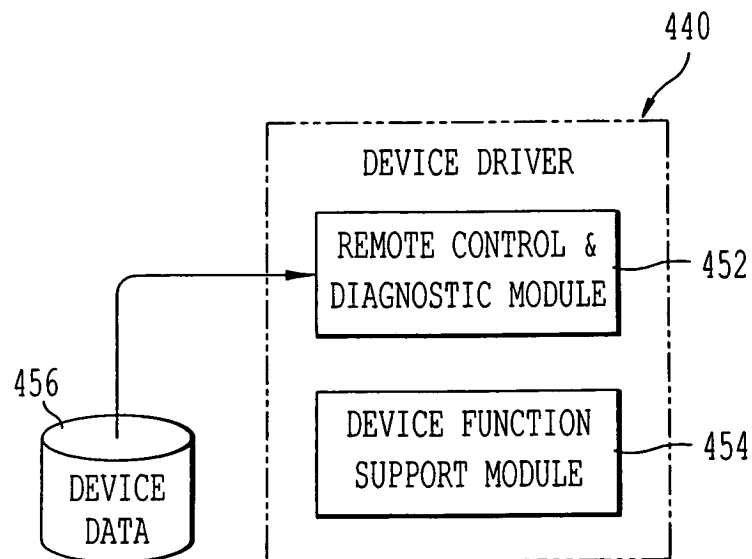
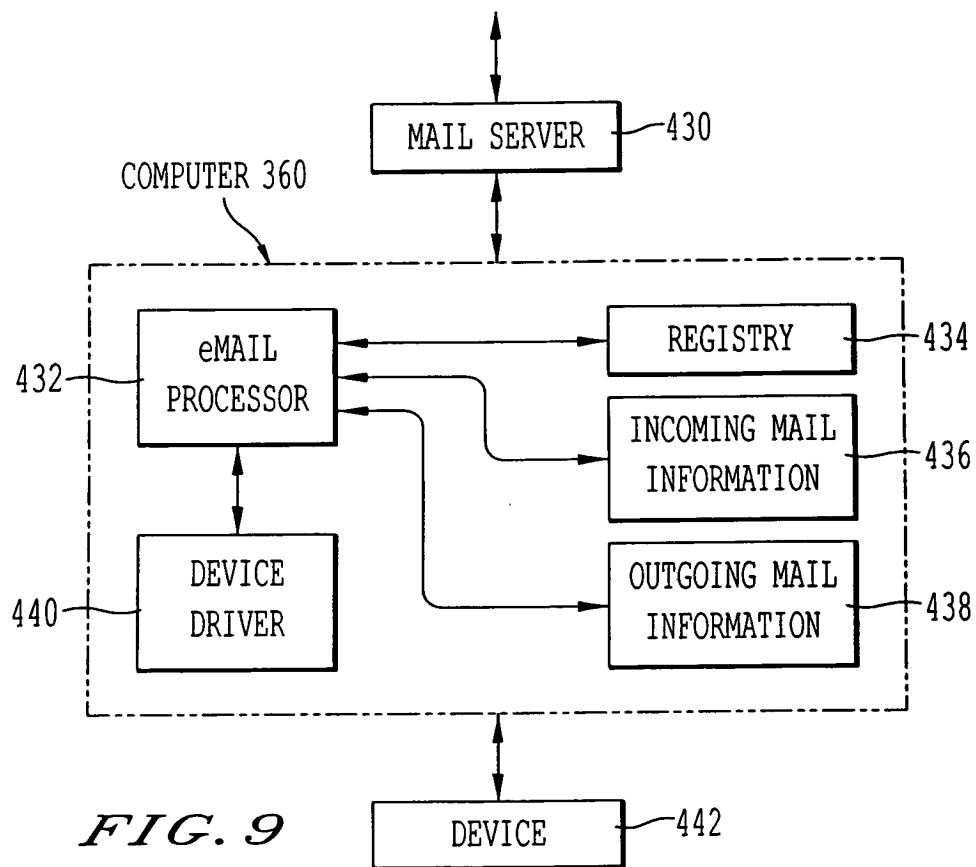


FIG. 10

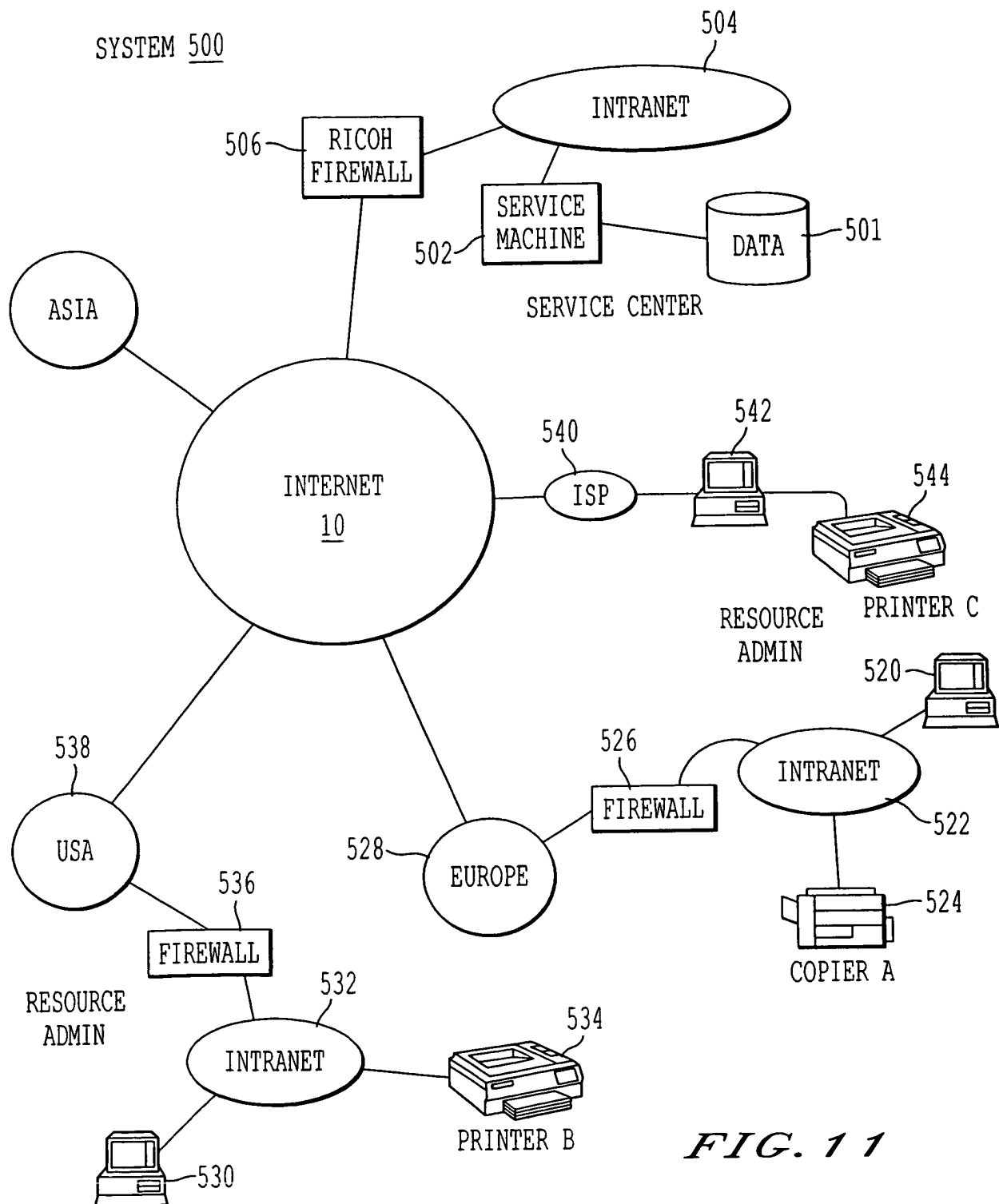


FIG. 11

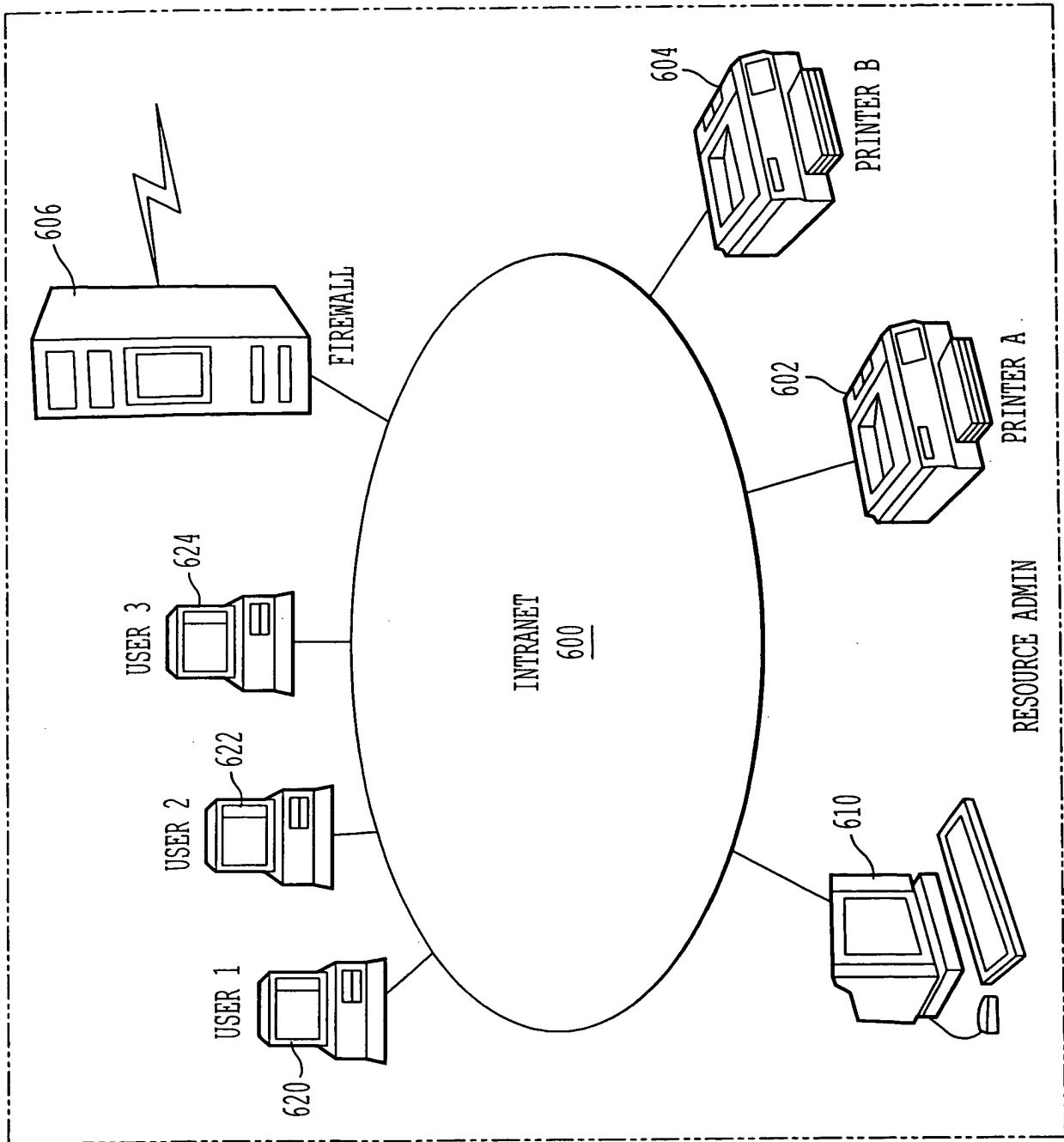


FIG. 12

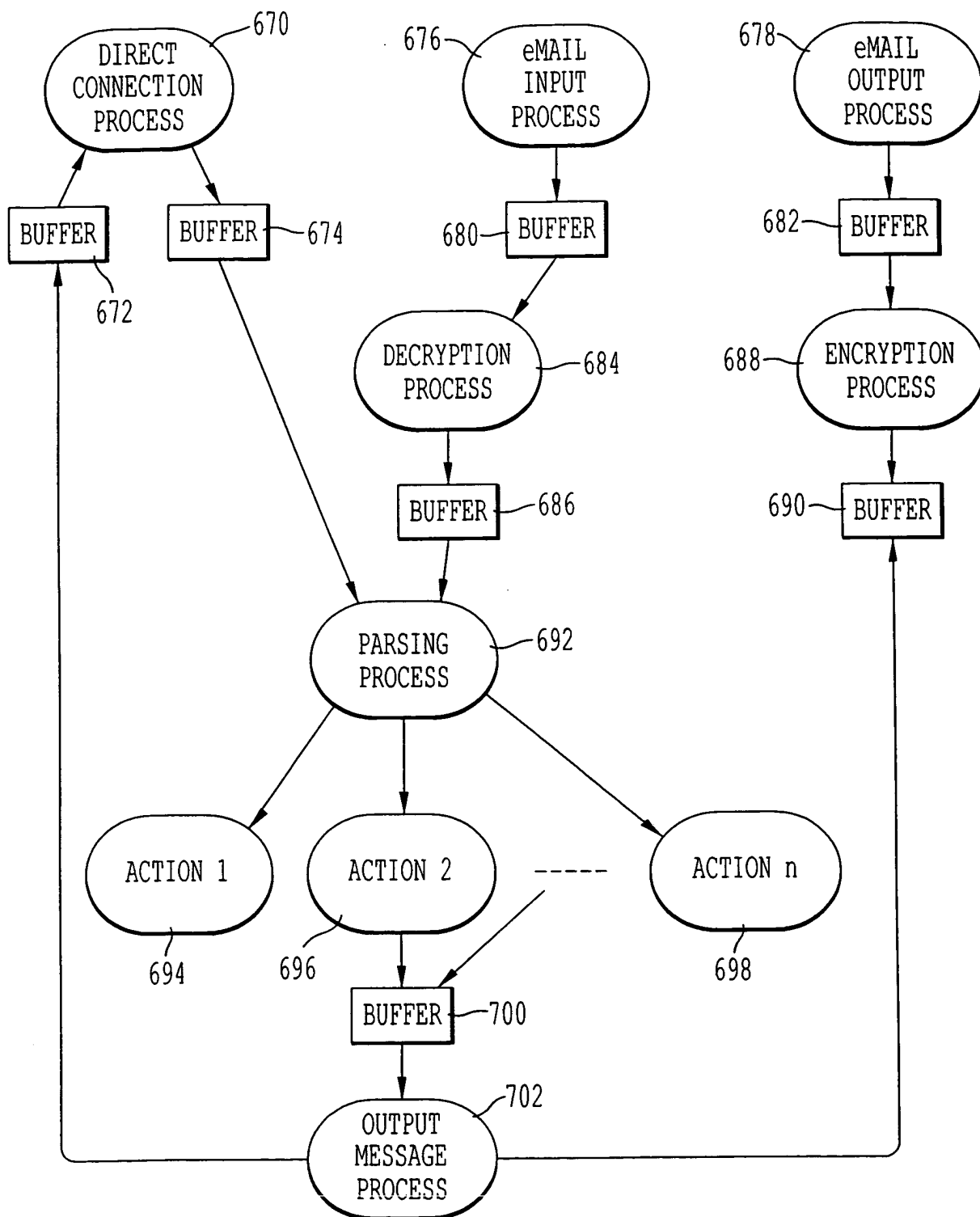


FIG. 13

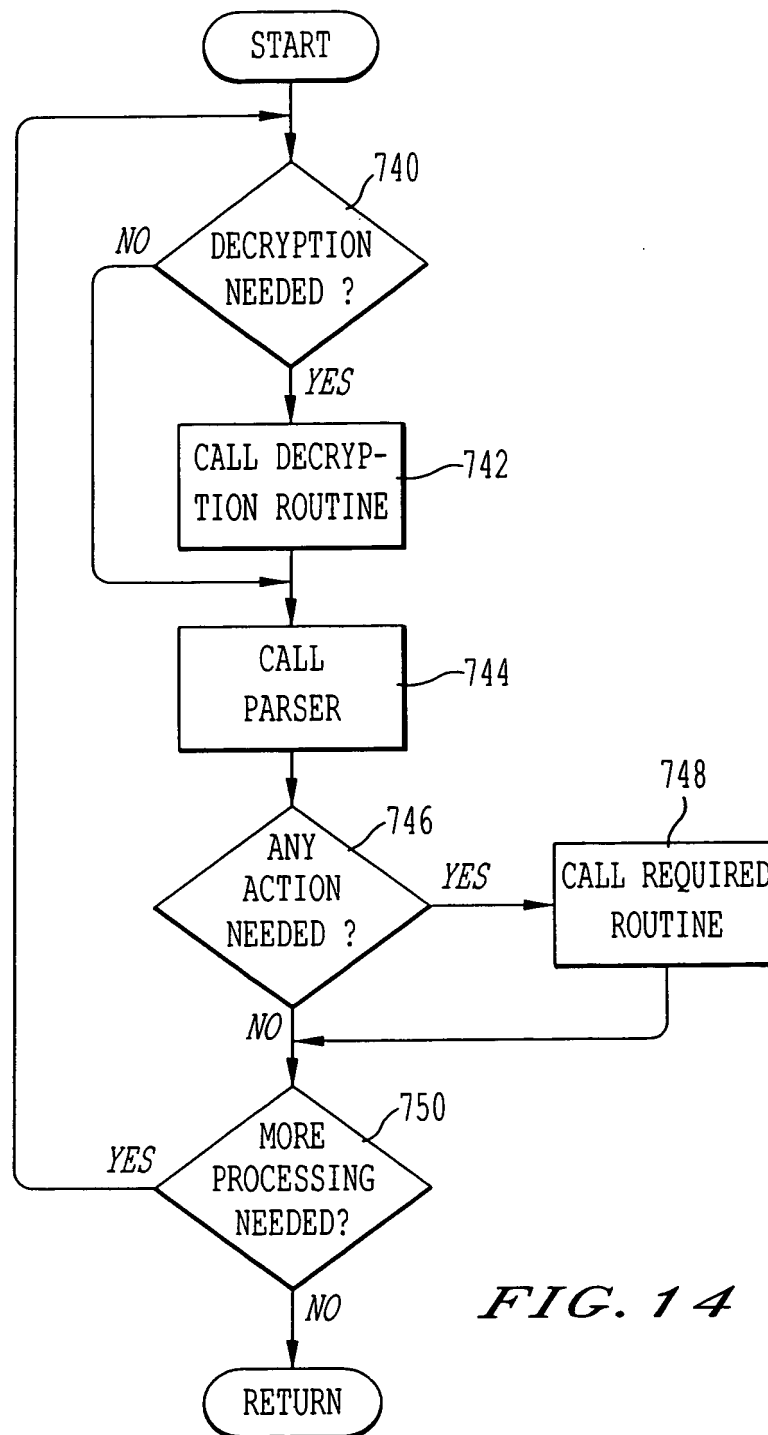


FIG. 14

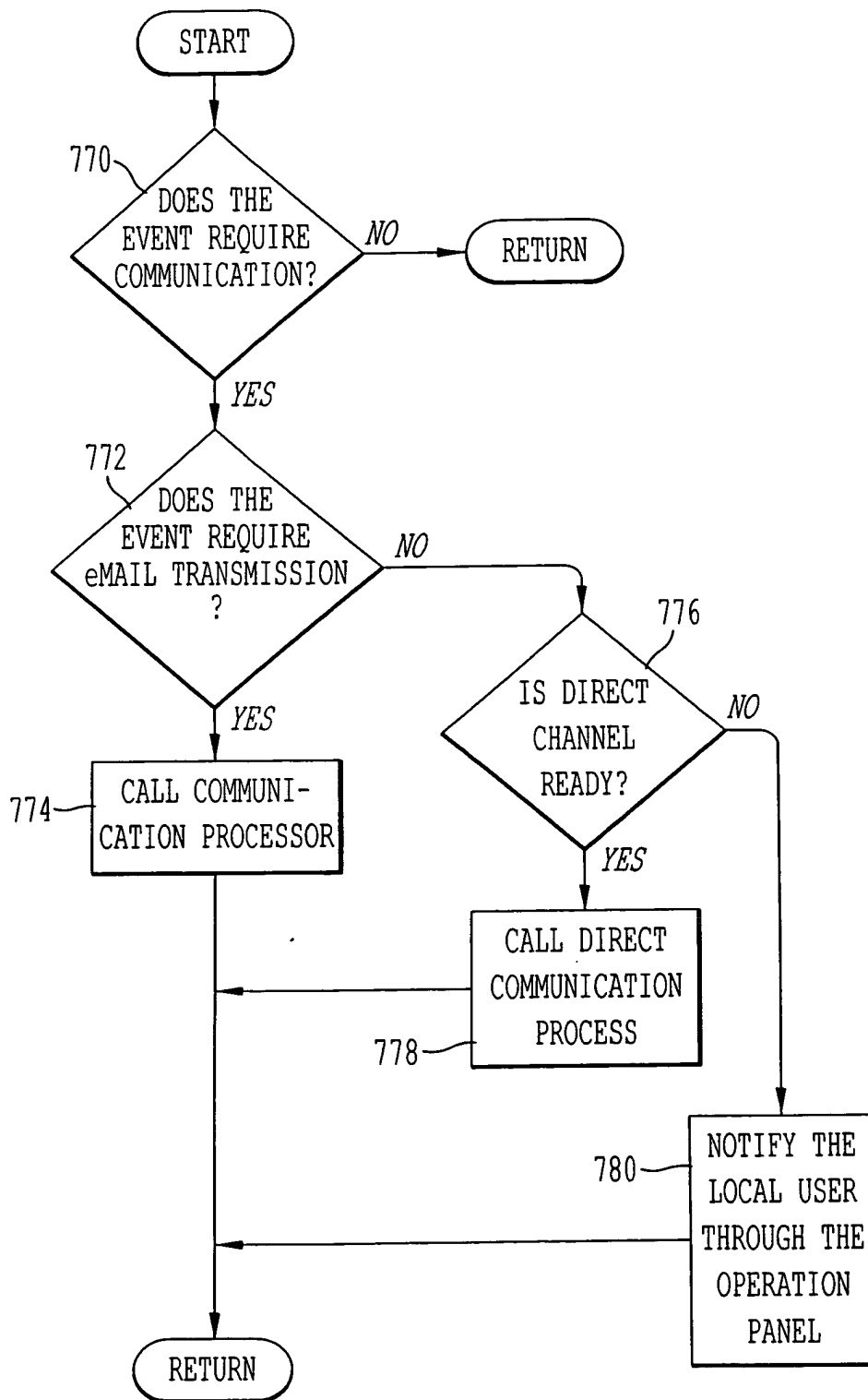


FIG. 15

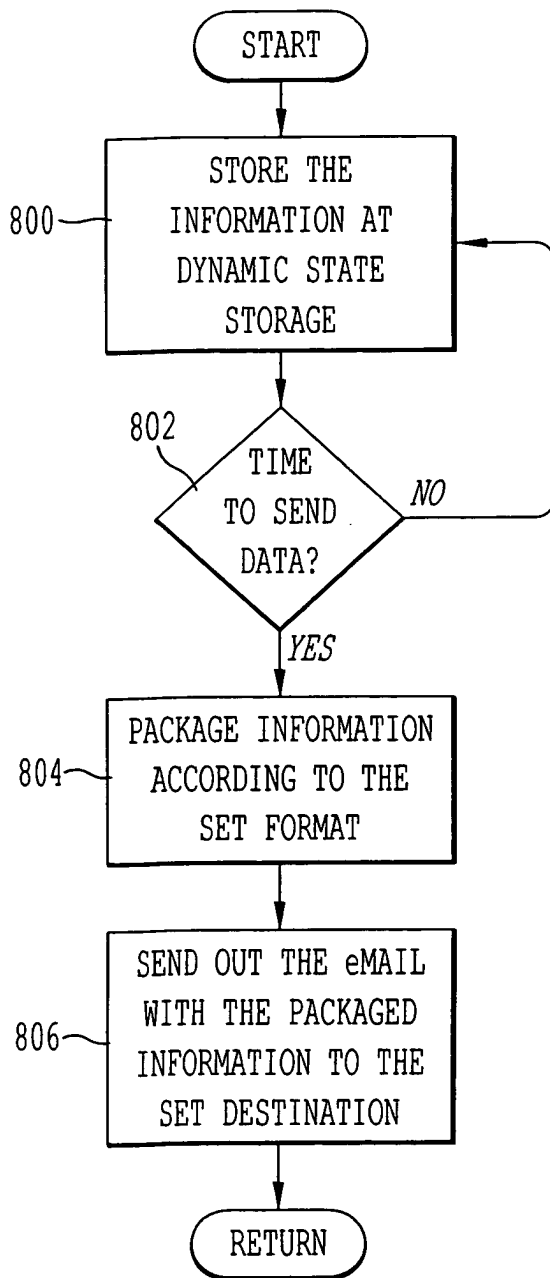


FIG. 16

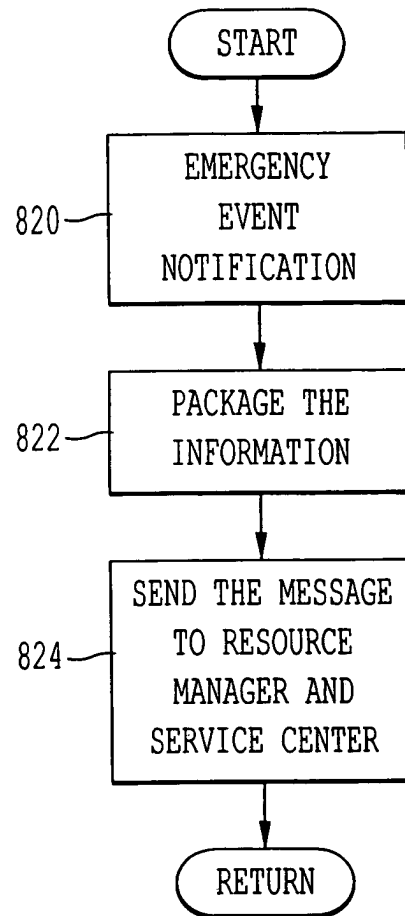


FIG. 17

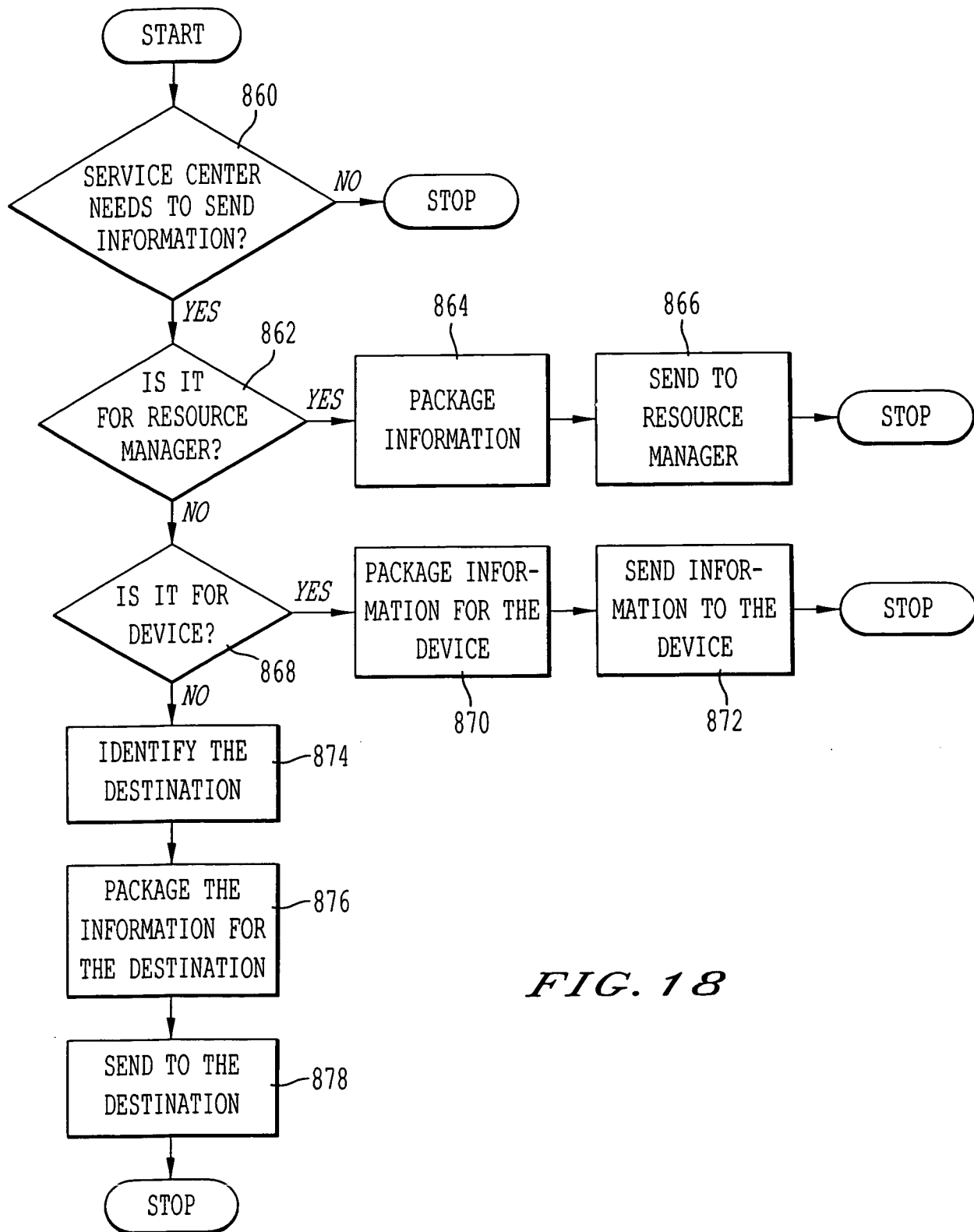


FIG. 18

1. From: entity@domain_name.com Mon March 29 7:20:50 1999
2. Date: Mon 29 March 1999 10:18:19 -0400
3. From: "Service Center" <entity@domain_name.com>
4. To: machine@office.com
5. Subject: Printer Summary Statistics
6. Mime-Version: 1.0
7. Content-...
- 8.
9. Dear Customer,
10. This message has originated from your printer company.
- 11.
12. We would like to analyze your printer and obtain summary statistics. Please
13. double-click on the attached executable file which will allow us to
14. analyze your printer and obtain summary statistics.
- 15.
16. Thank you for your cooperation.
- 17.
18. Signed, Company X

FIG. 19A

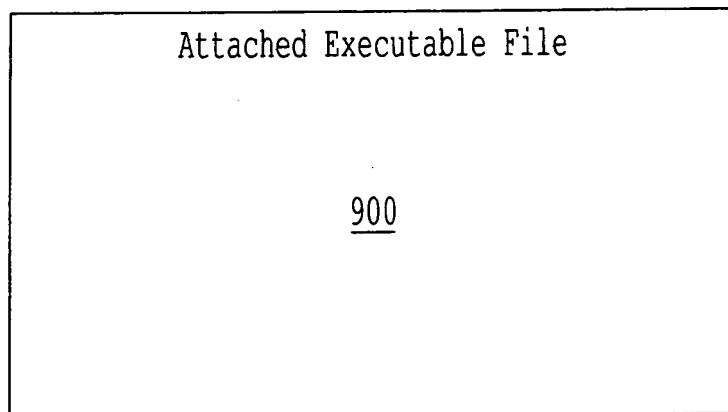


FIG. 19B

910


FROM:	Service Center	CC:	
TO:	machine@office.com		
SUBJECT:	Printer Statistics		
MESSAGE:	<p>Dear Customer:</p> <p>This message has originated from your printer company.</p> <p>We would like to analyze your printer and obtain summary statistics. Please double-click on the attached executable file which will allow us to analyze your printer and obtain summary statistics.</p> <p>Thank you for your cooperation.</p> <p>Signed, Company X.</p>		
ATTACHMENT(S):	<div> SUMMARY.EXE</div>		

FIG. 20

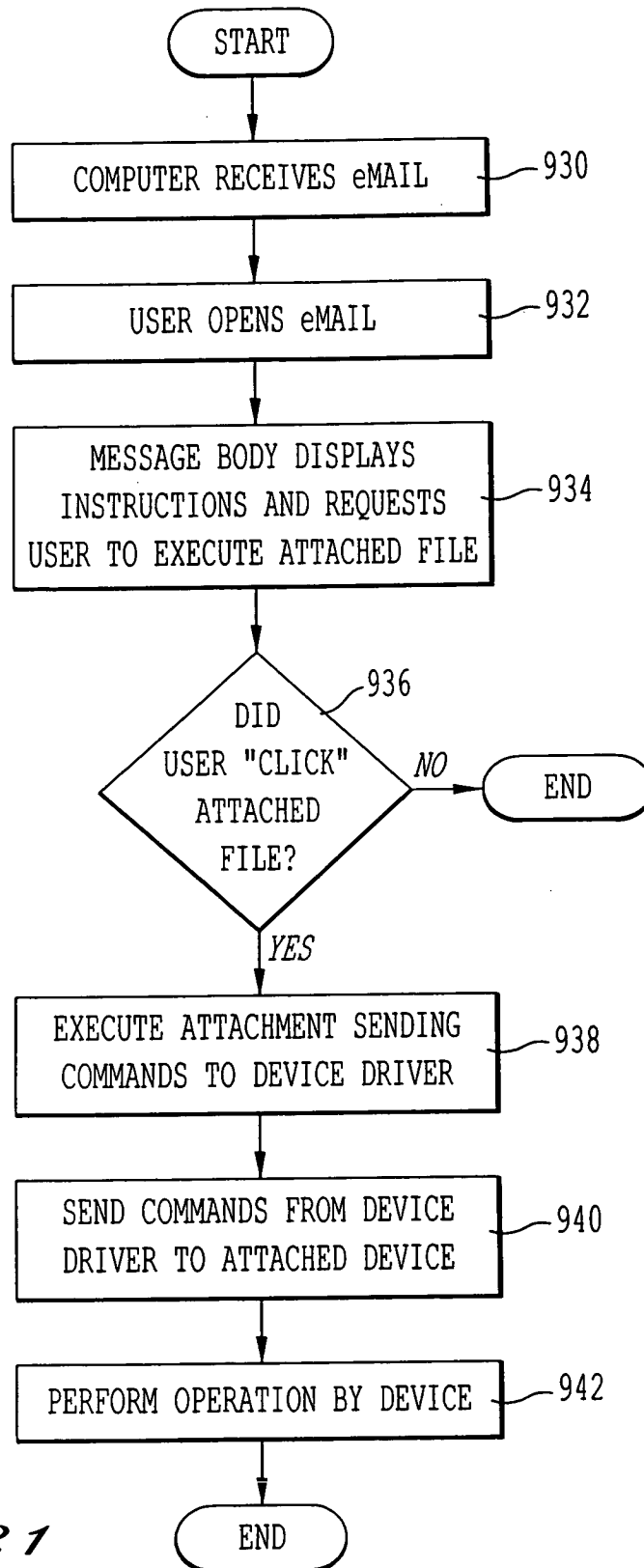


FIG. 21

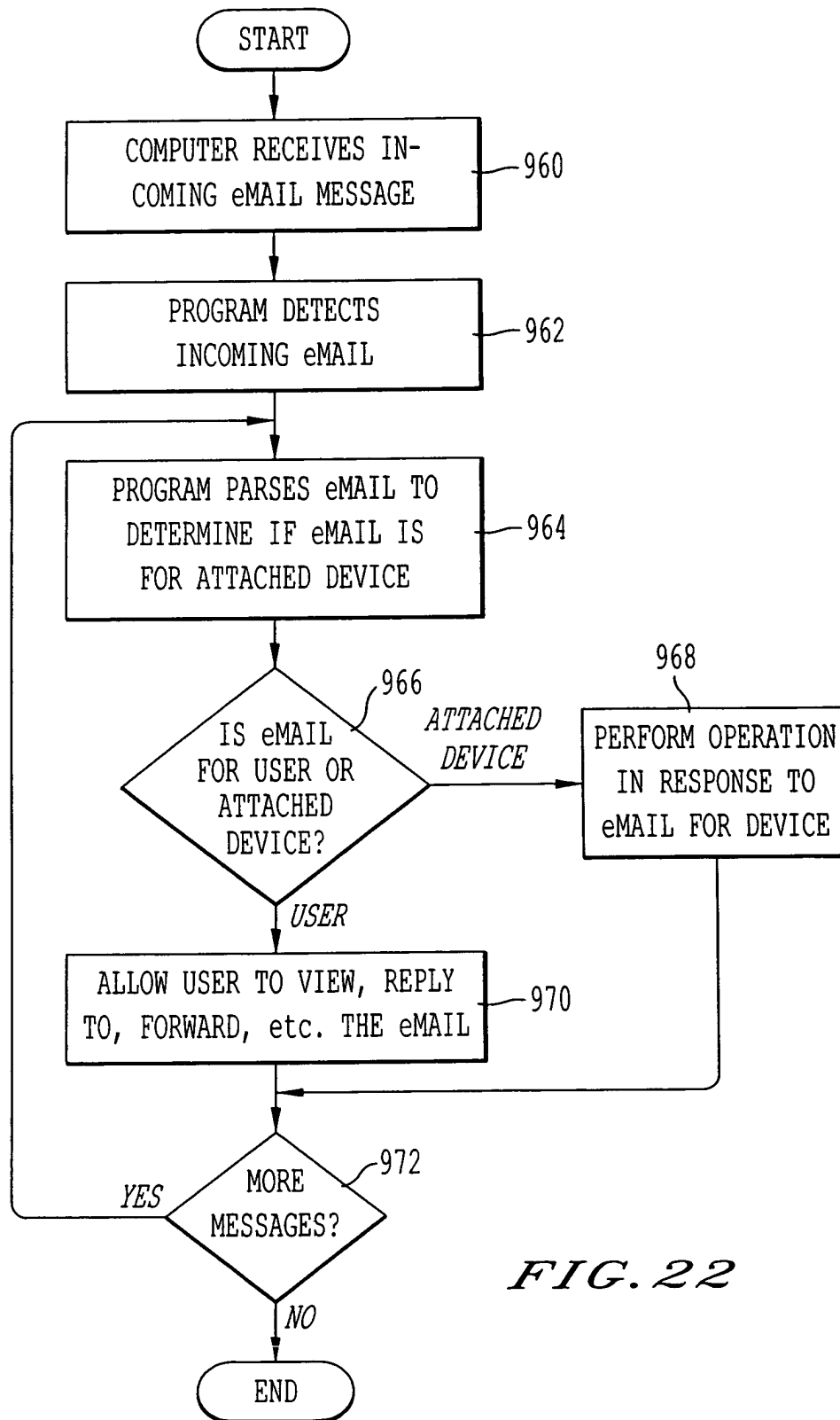


FIG. 22

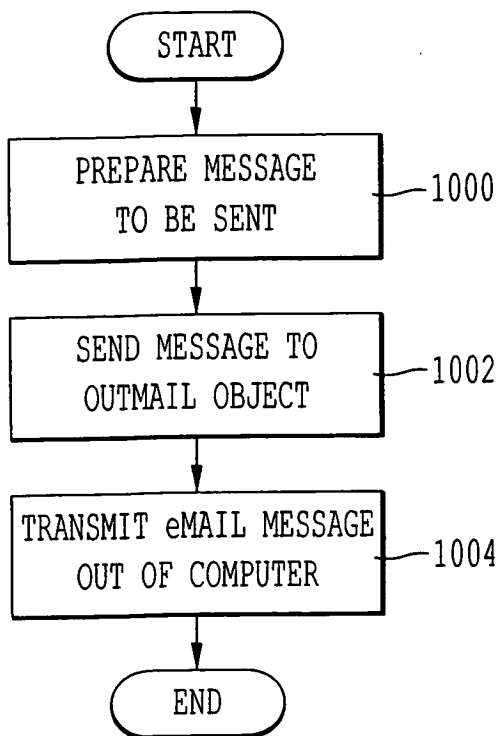


FIG. 23

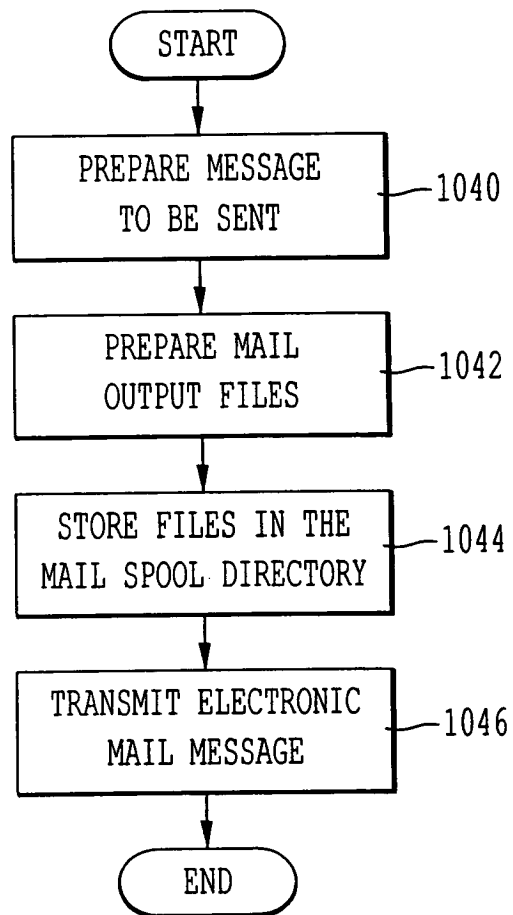


FIG. 24

1080

	DEVICE INFORMATION
1082	DEVICE ID
1084	DEVICE MODEL
1086	DEVICE TYPE
1088	DEVICE CAPABILITIES
1090	TOTAL NO. OF JAMS
1092	TOTAL NO. OF JOBS
1094	TOTAL NO. OF PAGES
1096	TOTAL NO. OF COLOR PAGES
1098	AVERAGE PAGES/JOB
1100	NO. OF JOBS SINCE LAST REPORT
1102	NO. OF PAGES SINCE LAST REPORT
1104	NO. OF COLOR PAGES SINCE LAST REPORT
1106	NO. OF JAMS SINCE LAST REPORT
1108	INFORMATION OF LAST 20 JOBS WITH TIME STAMPS
1110	INFORMATION OF LAST 20 ABNORMAL JOBS WITH TIME STAMPS

FIG. 25

Date 1 Jan 2001 Time 0:00 to 1:00 Japan time			
Machine	Location	Problem	Notified
XXXA1	CA, USA	Doc. Feeder Jam Freq. Trouble	IKON
XXYB2	UK	Tray Paper In Jam Too Many In Past one week	XXYZ
YYZZ3	Tokyo, Japan	Duplex Jam Last 10 tries	ABCD

1120

FIG. 26

Data on FT6650 in USA, YR 1999	
Total Installation	10,000,000
With Sorter	6,000,000
Average Copy Job per machine annually	20,000
Average use of Sorter	60%

1130

FIG. 27

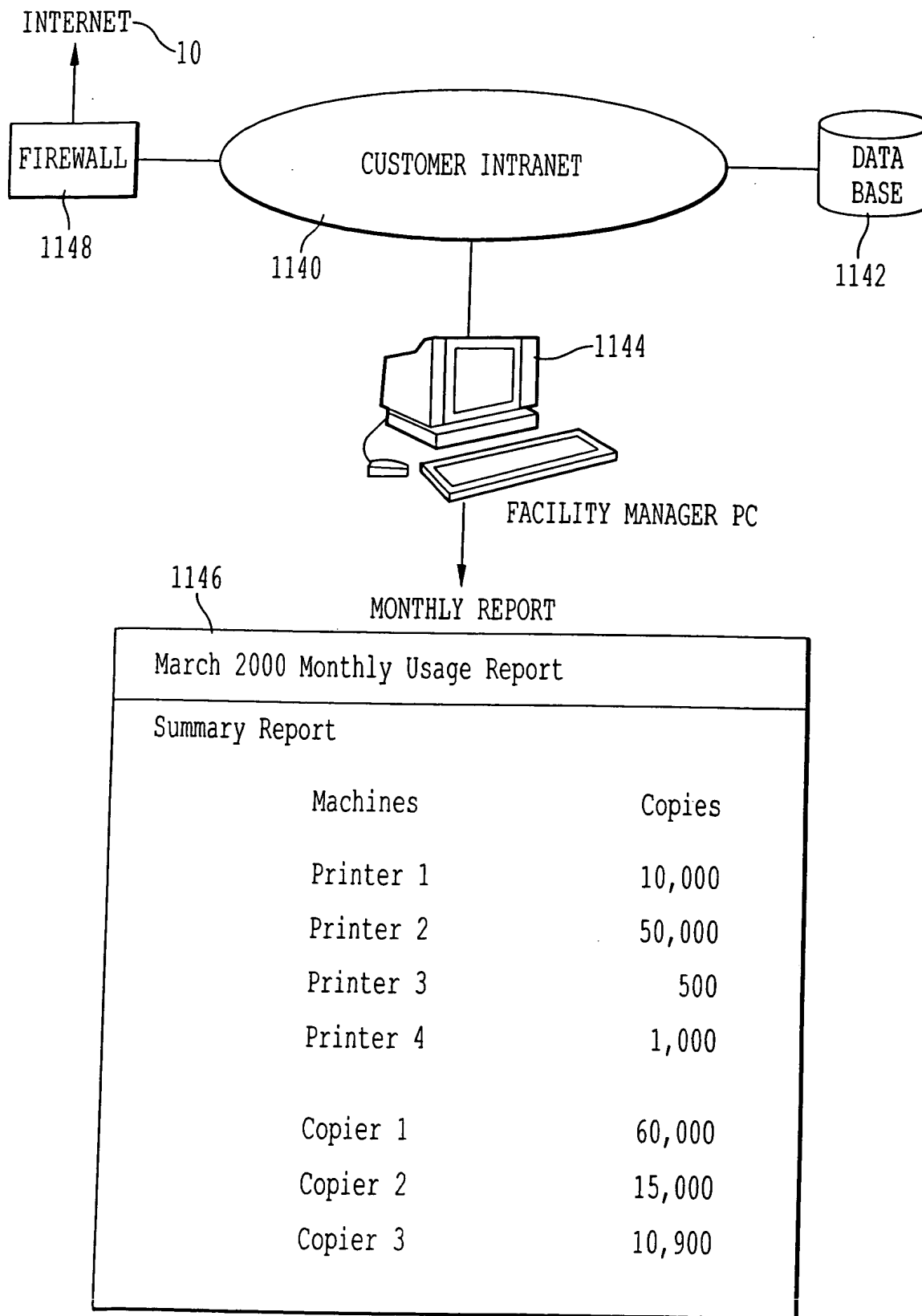


FIG. 28